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P-CARD APPLICATION USER MANUAL

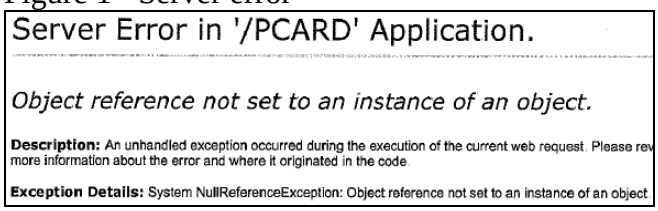
GENERAL TROUBLESHOOTING

INTRODUCTION

A variety of problems may be encountered by P-Card users that seem to be related to specific settings on users' computers.

- Users may not be able to submit and print or reprint transmittals. The transmittal receipt will appear briefly on screen and then disappear. The same behavior occurs trying to reprint from an approver screen.
- Users may not be able to open reports in PDF format. After clicking the PDF button for a report, a blank window will appear briefly, and then disappear.
- Other users may encounter a "Server error" message which may vary in the details of the error. Below is an example (for server errors, specifically try the Internet settings solution below):

Figure 1 - Server error



- Verifiers may see transactions that are **Ready Only**. This may occur any time during the verifier process.

For these problems, follow the steps below.

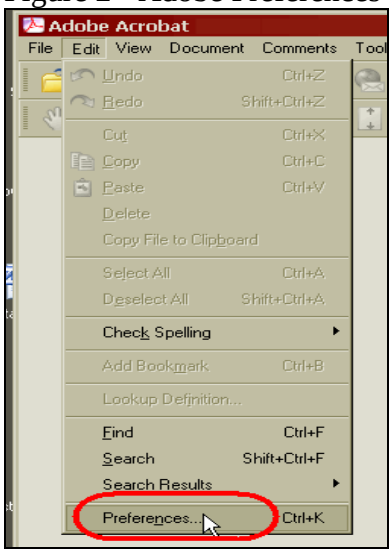
ACROBAT SETTINGS

For any issue involving PDF documents from P-Card, first upgrade Acrobat Reader to the latest version (version 7.0 appears to work for all users).

If you have to use an earlier version, try the following.

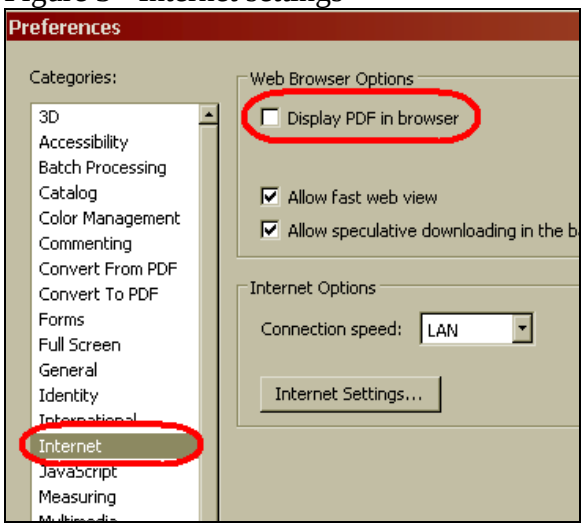
1. Open Acrobat Reader.
2. Click **Edit**, and then **Preferences**.

Figure 2 - Adobe Preferences



3. Select **Internet**.
4. Clear the **Display PDF in browser** checkbox.

Figure 3 - Internet settings



5. Click **OK**. You may be prompted to restart your computer.

INTERNET EXPLORER SETTINGS

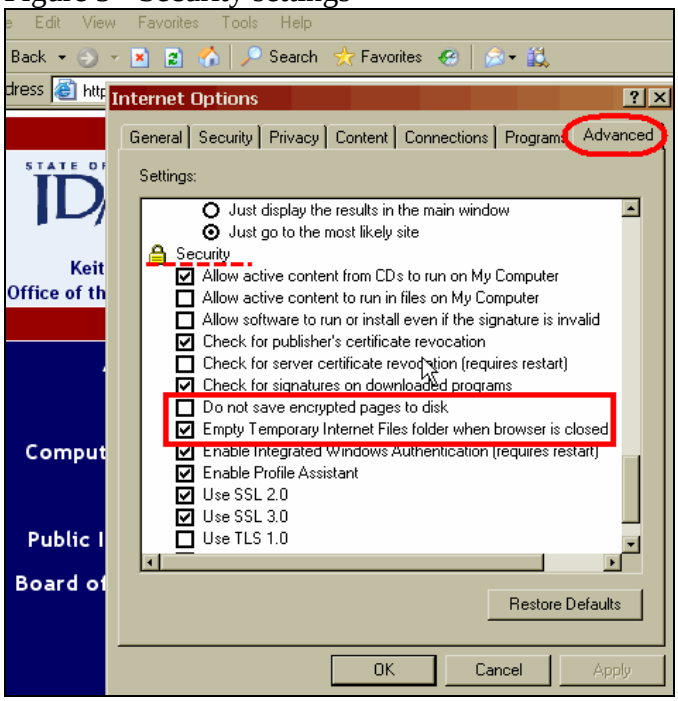
If you still have a problem with transmittals or reports or have other errors or problems, do the following:

6. Open Internet Explorer.
7. Select the **Tools** menu**,** then **Internet Options**.

Figure 4 - Internet Options

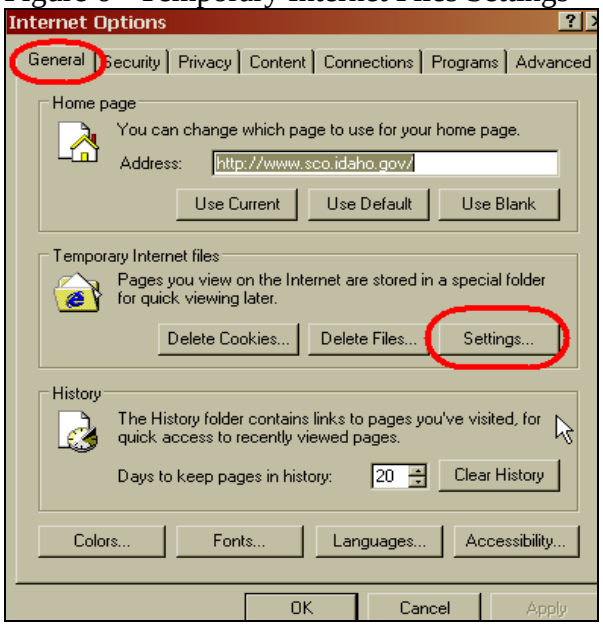
8. Click the **Advanced** tab.
9. Scroll down to the **Security** section and clear the **Do not save encrypted pages to disk** checkbox if it is checked.
10. In the same section, be sure the **Empty Temporary Internet Files folder when browser is closed** checkbox is selected.

Figure 5 - Security settings



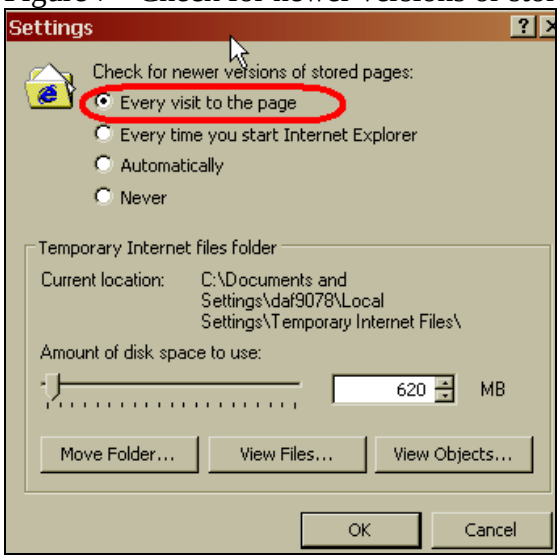
11. Click **Apply**.
12. Click the **General** tab**.**
13. In the **Temporary Internet files** section, click **Settings.**

Figure 6 - Temporary Internet Files Settings



14. In the **Check for newer versions of stored pages:** section, select **Every visit to the page**.

Figure 7 - Check for newer versions or stored pages



15. Click **OK** and click **OK** again.

POP-UP BLOCKERS

The P-Card application uses pop-ups to display reports, etc. Be sure your pop-up blocker is configured to allow pop-ups from the following sites:

- www.sco.idaho.gov
- sas.sco.idaho.gov

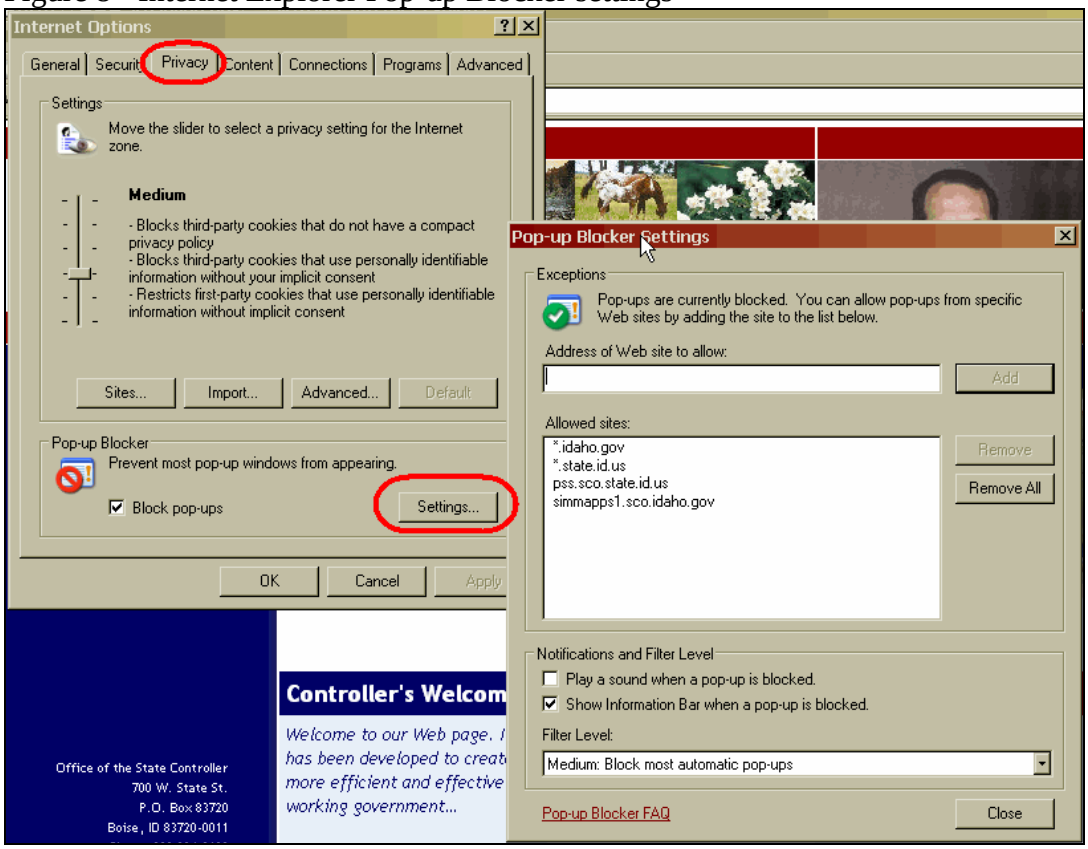
or

- *.idaho.gov

If you have special pop-up blocker software or need help with this configuration, contact your computer support personnel. Usually, Internet Explorer will not block pop-ups from Web sites that are in two Web content zones: Local intranet or Trusted sites. However you may need to add the SCO Web sites to the Pop-up blocker settings using these steps:

1. Open Internet Explorer.
2. Select the **Tools** menu**,** then **Internet Options**.
3. Click the **Privacy** tab.
4. In the Pop-up Blocker section, click **Settings**.

Figure 8 - Internet Explorer Pop-up Blocker settings



5. In the **Address of Web site to Allow:**, type the URL of these web sites one at a time, and click **Add** after typing each Web site:
   - www.sco.idaho.gov
   - sas.sco.idaho.gov

   or type the following URL using the asterisk wildcard:
   - *.idaho.gov
6. Click **Close**.
7. Click **OK**.

You may need to close Internet Explorer and re-open it for the settings to take effect.